



UNIVERSITY OF CENTRAL FLORIDA

UCF RESTORES®

Lives | Families | Communities

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UCF RESTORES Consent for Telehealth Services

This Informed Consent for Telehealth contains important information focusing on doing psychotherapy using audio/video through the phone or the Internet. Please read this carefully and contact your provider at 407-823-3910 with any questions. When you sign this document, it will represent an agreement between you and UCF RESTORES to participate in video sessions. This consent is in addition to, and does not replace, the Consent for Assessment and Treatment previously signed by you.

Benefits and Risks of Telehealth

Telehealth refers to providing services remotely using telecommunications technologies, such as video conferencing or telephone. One of the benefits of telehealth is that the client and clinician can engage in services without being in the same physical location. Telehealth, however, requires technical competence on both our parts to be helpful. Although there are benefits of telehealth, there are some differences between in-person psychotherapy and telehealth, as well as some risks. For example:

- Risks to confidentiality. Because telehealth sessions take place outside of the therapist's private office, there is potential for other people to overhear sessions if you are not in a private place during the session. UCF RESTORES will take reasonable steps to ensure your privacy. But it is important for you to make sure you find a private place for our session where you will not be interrupted. It is also important for you to protect the privacy of our session on your cell phone or other device. You should participate in therapy only while in a room or area where other people are not present and cannot overhear the conversation.
- Issues related to technology. There are many ways that technology issues might impact telehealth. For example, technology may stop working during a session, other people might be able to get access to our private conversation, or stored data could be accessed by unauthorized people or companies.
- Crisis management and intervention. UCF RESTORES will not engage in telehealth with clients who are currently in a crisis situation requiring high levels of support and intervention. Before engaging in telehealth, we will develop an emergency response plan to address potential crisis situations that may arise during the course of our telehealth work.
- Efficacy. Most research shows that telehealth is about as effective as in-person psychotherapy.

Information about Telehealth

Video conferencing is an option for conducting remote sessions over the internet where you will be able to speak to and see your therapist on a screen. At the UCF RESTORES, we use Zoom for Healthcare as a secure video conferencing platform. If you and your therapist choose to utilize this technology, your therapist will give you detailed directions regarding how to log-in securely.

We ask that you please sign on to the platform at least five minutes prior to your session time to ensure you and your therapist are able to start promptly. If you need to reschedule your session, please contact your clinician in advance at the number they provided.

We strongly suggest that you only engage in video conferencing sessions through a computer or device that you know is secure (e.g., has a firewall, anti-virus software installed, is password protected, not accessing the internet through a public wireless network).

Patients are prohibited from recording these sessions. UCF RESTORES may record sessions as noted in the UCF RESTORES Consent for Assessment and Treatment.

The following information pertains specifically to the use of **video conferencing**. Use of videoconferencing is completely voluntary.

- Zoom for Healthcare is an online communication tool allowing for face-to-face video and it is **HIPAA compliant**. For more information about Zoom for Healthcare security and privacy, please see: <https://zoom.us/docs/doc/Zoom-hipaa.pdf>
- Appointments will be made via phone or at the end of your session. The invite to the meeting will be emailed to you. Please let your provider know if email communication is not acceptable. Please be online at least five minutes prior to session, alone, in a quiet room, with the door closed.
- I understand that I need a device with a webcam and microphone for these sessions, and I understand that it is my responsibility to obtain the necessary technology for me to participate in these sessions.
- It is important to be in a quiet, private space that is free of distractions (including cell phone or other devices) during the session.
- For best picture and audio quality, a hardwired connection (via LAN cable) rather than a wireless one should be used if possible. Headphones add additional privacy.
- I agree to work with my clinician to come up with a safety plan, including identifying one or two emergency contacts, in the event of a crisis situation during our sessions.
- Video sessions should be treated like an in-office session: no outside distractions, turn off cell phones, close other programs on your computer, and be on time. The limits to confidentiality outlined in the UCF RESTORES Consent for Assessment and Treatment and Notice of Policies and Practices to Protect the Privacy of Your Health Information also apply to telehealth sessions.
- I understand that UCF RESTORES may decide to terminate video therapy services, if they deem it inappropriate for me to continue therapy through video sessions. Additionally, I understand that these video sessions are being made available on a temporary basis and I may be expected to return to in-person sessions when UCF RESTORES resumes normal clinic operations following the clinic closure related to COVID-19.

I also understand the following limitations of Zoom for Healthcare video therapy sessions:

- Any internet-based communication is not 100% guaranteed to be secure/confidential. I agree that the UCF RESTORES should not be held responsible if any outside party gains access to the video feed.
- In a crisis or emergency situation that needs immediate attention, or if I am considering seriously harming myself or someone else, I will dial 911, or go to a mental health hospital/ER.
- Technical problems could occur. If the call is disrupted, both the clinician and I will attempt to rejoin the meeting within ten minutes. If reconnection cannot occur, the session may be rescheduled.

I have been informed of and understand the risks and procedures involved with using the videoconferencing technology. I agree to the terms listed above and I hereby voluntarily consent to the use of this platform for therapy sessions with my provider. I agree that UCF RESTORES should not be held liable in the event that any outside party passes technology security and discovers personal or confidential information. This consent will last for the duration of the relationship with this clinic unless I withdraw my consent for video sessions; I can withdraw my consent for a video therapy session in writing at any time, and UCF RESTORES will work with me to find a suitable alternative.

Patient Name: _____ Date of Birth: _____

Signature of Patient: _____ Date: _____

Signature of Witness: _____ Date: _____